

Student Fees and Refund Policy

Qualifications – Fee for Service

All qualifications have a 5-day cooling off period. This means that Daniels Associates gives you five (5) days to change your mind and receive a full refund on any fees that you have paid.

You may review the subject you have enrolled in for a 5-day period. If you wish to cancel your enrolment during this period, you can. However, you must NOT have submitted any assessments for marking.

After the 5-day cooling off period, there are NO refunds. Please refer to our terms and conditions for full details.

Online Short courses

Once you have provided payment, fees are then committed for the online course. Once payment is made and the username and password have been activated the course cannot be cancelled. Refunds can be made on request for people who haven't activated their username and password. You must inform our office within 5-days of enrolment to receive a refund.

There are NO refunds for online short courses once you have activated your username and password.

Fee Assurance Statement

Daniels Associates is required to protect fees that a student pays in advance for nationally recognised training. The requirement protects individuals should Daniels Associates cease to operate and consequently not be able to complete or offer a course of study in which the student has a prepaid enrolment. To meet this regulation, Daniels Associates will accept payment of not more than fifteen hundred dollars (\$1,500) from a student prior to course commencement. Following course commencement, Daniels Associates may require payment of additional fees in advance from the student, but the total prepaid amount must not exceed fifteen hundred dollars (\$1,500) at any time.

Accurate Representation of Self

You agree not to impersonate or represent any other person than the person on the Enrolment Form. All course assessments must be completed by the enrolled customer. Making false or misleading representations that you are another person or character is a criminal offence and can give rise to civil liability.

Government Funded Qualifications

NEW SOUTH WALES – SMART & SKILLED

Fee refunds - Daniels Associates will refund all or part of a student's course fees if:

- Daniels Associates cancels a course for any reason.
- A student withdraws before the cut-off date for withdrawal without penalty.
- The RTO Manager determines that course delivery did not meet the reasonable expectations of the student.
- A student re-enrols only to repeat a unit or module with a not-yet-competent result and the student subsequently successfully appeals the original decision.
- Daniels Associates agrees that the student has medical, hardship or other extenuating circumstance preventing their attendance.
- A student has overpaid the course fee.
- Daniels Associates has granted Credit Transfer (CT) or Recognition of Prior Learning (RPL) after enrolment and the fee recalculation is lower than the fee the student has already paid.

Refunds for Smart and Skilled Enrolment Withdrawal

This section only applies to students accessing courses with Smart and Skilled subsidies:

- Daniels Associates will determine a cut-off date without penalty, for each Smart and Skilled program it offers, by which a student can withdraw his/her enrolment and receive a refund of all fees.
- Daniels Associates will advise the student of this date before the student enrolls in the study program. If a student withdraws after the cut-off date, Daniels Associates will provide the student with a statement of fees that includes all fees applied and any applicable fee refund.
- If a student withdraws from training, not of their own accord, Daniels Associates will refund any prepaid fees for units that the student has yet to complete. This situation may occur if Daniels Associates closes or no longer offers training under Smart and Skilled subsidies.
- If a student withdraws from a qualification having completed all the requirements for a lower level qualification, the student will not be eligible for a fee refund of the difference between the applicable fees for each qualification.

QUEENSLAND

Government funded qualifications and courses have specific refund requirements under the contract. Please refer to individual government contracts for specific refund details.

- **Department of Trade Employment and Training Career Start Funding:** Should a student leave or drop out of a course for any reason, they are entitled to a refund for the percentage of the course they did not complete. To apply for a refund, students must call the enrolment administration office on 1 300 783 757 or email us at accounts@danielsassociates.com.au. Students are required to supply bank account details and refunds will be enacted within 7-days of application.
- **Department of Trade Employment and Training Career Start Funding (Traineeship funding):** Students are eligible for refund for Career Start Student Contribution Fees for training that has not commenced at the time of cancellation of enrolment. Where a student has commenced a unit of competency but withdrawn prior to completion, no refund will apply. Daniels Associates will provide a refund of a proportion of balance of the Course Fee for training that has not commenced at the time of cancellation of enrolment.